

# Advanced Fire Service Dispatch™

## Reimbursement available for Primary PSAPs

**Sep 16-17, 2010 • Conway, AR**

**Hosted by: University of Central Arkansas**

**Call Paul Stricklin @ 501.375.9911 for Pre-approval**

Course #: 09-1092

Course Duration: 16 Hours

Price: \$329.00 per person

**Volume discounts available...  
please call 1.800.537.6937.**

PowerPhone's expert instructors have updated our essential Fire Service Dispatch program to give 9-1-1 personnel the latest tools and techniques in fire service communications.

This program empowers call-handlers — by teaching them how to spot key warning signs in fire-related calls. In our new *Advanced Fire Service Dispatch™* class, students will benefit from updated coverage on structure fires and disaster response.

Designed and taught by fire service veterans, this class gives students real-life examples — and shows them how to use real-life techniques to save seconds and lives in fire emergencies.

## Topics Covered Include:

- NFPA Incident Command System
- Primary fire dispatch information
- Second & third level information
- Site/incident specific information
- Ancillary notifications
- Telephone techniques
- Liability & legal issues
- Command & control
- Pre-incident planning
- Mass disasters
- Professionalism
- Fire pre-arrival instructions
- Protection of firefighters

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